

Commissioner for Patents Washington, D.C. 20231

## POWER OF ATTORNEY FOR PATENT APPLICATION

Nortel Networks Limited, a Canadian corporation having principal offices at:

Nortel Networks Limited 2351 Boulevard Alfred-Nobel St. Laurent, Quebec H4S 2A9, Canada

the owner by assignment of the entire right, title and interest to the invention for Directing Contacts Between an End User and a Contact Center Agent, by Patrick Hession, Andrew Prokop and Tony McCormack, and in and to the application for patent and any Letters Patent, whether domestic or foreign, that may issue thereon, by virtue of the assignment (check as applicable):

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hereby appoints the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Thomas E. Smith (Reg. No. 18,243, Dennis M. McWilliams (Reg. No. 25,195), James R. Sweeney (Reg. No. 18,721), William M. Lee, Jr. (Reg. No. 26,935), Glenn W. Ohlson, (Reg. No. 28,455), David C. Brezina (Reg. No. 34,128), Jeffrey R. Gray (Reg. No. 33,391), Timothy J. Engling (Reg. No. 39,970), Gerald S. Geren (Reg. No. 24,528), Peter J. Shakula (Reg. No. 40,808), Robert F.I. Conte (Reg. No. 20,354), Howard B. Rockman (Reg. No. 22,190), Mark J. Nahnsen (Reg. No. 51,093), Mark A. Hagedorn (Reg. No. 44,731);

NORTEL NETWORKS LIMITED

its attorneys with full power of substitution and revocation, to prosecute all domestic and foreign patent applications, including PCT and EPO filings, relating to said invention and to transact all business connected therewith, including signing of all papers on its behalf and making alterations and amendments.

The undersigned is the representative for the Assignee of the entire right, title, and interest in the patent application identified above, and is authorized to act on behalf of the Assignee.

23 Dec 2003.	R Free
Date	Name: Dr Rachel Free
	A
	Title: Senior Patent Attorney

PTO/SB/01 (08-03)
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DECLAR	ATION	LEOP	UTILITY OR	Attorney Docket Number	920476 - 95350			
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PATENT APPLICATION		COMPLETE IF KNOWN						
	(37 C	FR 1.0	53)	Application Number	10/743,971			
Declaration	Declaration		Filing Date	10/33/03				
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Filing			(37 CFR 1.16 (e))	Evaminer Name				

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Each inventor's residence, ma	illing auldress, a	and citizenship ere	as stated b	elow next to the	neir name.						
I believe the inventor(s) name which a patent is sought on th			inventor(s)	of the subjec	t matter whi	ich is daime	ed and for				
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Application Number 10/743,971 and was amended on (MM/DD/YYYY) (if applicable).											
I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.											
I acknowledge the duty to discontinuation-in-part application and the national or PCT intern	ns, material info	ormation which be	came availa	ble between							
I hereby claim foreign priority inventor's or plant breeder's ri country other than the United application for patent, inventor	bene its unde ghts certificate States of Amer	r 35 U.S.C. 119(a (s), or 365(a) of ar ica, listed below ar	)-(d) or (f), ny PCT inte nd have also	or 365(b) of mational apple identified be	ication whice low, by che	th designat acking the b	ed at least one ox, any foreign				
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## DECLARATION — Utility or Design Patent Application

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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE ection of information unless it contains a valid OMB control number. Attorney Docket Number 920476 DECLARATION FOR UTILITY OR First Named Inventor HESSION, Patrick DESIGN PATENT APPLICATION COMPLETE IF KNOWN (37 CFR 1.63) Application Number Filing Date Declaration Declaration Submitted OR Submitted after Initial Art Unit Filing (surcharge (37 CFR 1.16 (e)) With Initial Filing Examiner Name required) I hereby declare that: Each inventor's residence, mailing autdress, and citizenship are as stated below next to their name. I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention entitled: Directing Contacts Between an End User and a Contact Center Agent (Title of the Invention) the specification of which is attached hereto M was filed on (MM/DD/YY as United States Application Number or PCT International 743,971 (if applicable). Application Number and was amended on (MM/DD/YYYY) I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above. I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application. I hereby claim foreign priority bene its under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed. **Prior Foreign Application** Foreign Filing Date Priority Certified Copy Attached? Country Number(s) (MM/DD/YYYY) Not Claimed

[Page 1 of 2] This collection of information is required by 35 J.S.C. 115 and 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 21 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete his form and/or preducing this burden, should be sent to the Chief Information Officer, U.S. Petent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450, DO NOT SEND FEES OR COMPLETED PORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

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## **DECLARATION** — Utility or Design Patent Application

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